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## **Travel<sup>Plus</sup> Card Policies and Procedures**

The Travel<sup>Plus</sup> Card is an individual-liability GE Capital MasterCard used for buying travel and event-related goods and services on behalf of the university.

Travel<sup>Plus</sup> Card expenses are paid directly by the university to GE Capital when properly itemized, supported by a business purpose, approved, and submitted via the WEBBA <sup>Quick</sup>Expense (QE) Report process.

Travel Management and Corporate Card Services

General Information: (213) 740-9784

Website: [www.usc.edu/travel/pluscard](http://www.usc.edu/travel/pluscard)

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# INTRODUCTION

## PURPOSE OF TRAVEL <sup>PLUS</sup> CARD

The Travel <sup>PLUS</sup> Card ("Travel Card") is a GE Capital MasterCard used for buying travel and event-related goods and services on behalf of the university. Use of the Travel Card eliminates the need for more cumbersome check requests, requisitions, advances, and petty cash and is the payment method preferred by most travel suppliers and event venues.

When purchases made with the Travel Card have been properly itemized, supported by a business purpose, approved, and submitted via a WEBBA <sup>Quick</sup> Expense Report (QE Report), the university pays GE Capital directly.

## CARDHOLDER LIABILITY

The Travel Card is an individual-liability corporate card. This means that the university has responsibility for paying those Travel Card expenses that have been properly itemized, supported by a business purpose, approved, and submitted via the QE Report process. The cardholder is personally responsible for paying GE Capital for all non-reimbursable Travel Card transactions.

Using the Travel Card according to these policies and procedures will not affect one's personal credit. However, if any portion of the cardholder's GE Capital balance reaches 150 days past due, GE Capital retains the right to report the delinquency to the cardholder's credit bureau.

## PROPER USE

Cardholders may only use the Travel Card for university business transactions. The Travel Card may not be used for personal expenses, except for incidental and necessary expenses while a cardholder is en route or coordinating an event. If the Travel Card is used for such personal expense, it is the cardholder's responsibility to remit payment to GE Capital for the personal portion.

In addition to adhering to these [Travel Card Policies and Procedures](#), all Travel Card transactions must be made in compliance with the university policies and procedures governing expenditures and purchasing ([www.usc.edu/policies](http://www.usc.edu/policies)). All Travel Cardholders who are allocating expenses to a sponsored project account must be in compliance with their respective sponsoring agency's policies.

Cardholders who do not comply with university policies and procedures may have their USC cardholder privileges revoked. The university's policy on Misappropriation of University Assets is applicable with respect to use of the Travel Card. Misuse of the Travel Card may result in disciplinary action, up to and including termination of employment.

# TRAVEL CARD POLICIES AND PROCEDURES

## SECTION 1 NEW TRAVEL CARDS

### 1.1 ELIGIBILITY

Travel Card eligibility is based on a departmentally-determined business need, and is contingent upon receiving application approvals from both the prospective cardholder's:

- Supervisor, and
- Senior Business Officer.

The Travel Card is intended for USC employees on active payroll status. At the department's discretion and with the approvals identified above, a Travel Card can be issued to a student, provided the student is on payroll (such as a teaching assistant, research assistant, etc.). Extending Travel Cards to students should be done on a very limited basis, and only when a Travel Card is absolutely essential.

The Travel Card may not be extended to non-employees.

### 1.2 APPLICATIONS

A Travel Card application must be initiated by the prospective cardholder online (Application and Instructions: [www.usc.edu/travel/pluscard](http://www.usc.edu/travel/pluscard)). Hardcopy applications are not accepted. Travel Card applications will route for approval via email, first to the employee's supervisor and second to the department's Senior Business Officer. No signatures are required on the Travel Card application as the 'signatures' are obtained electronically. Upon receiving approval from the Senior Business Officer, the application will route to the Corporate Card Program Administrator for processing (*Appendix A*).

Note the following points about the cardholder's application:

- There is no annual fee for the Travel Card, unless the cardholder expressly enrolls in the GE Capital Gains program (Section 10.2);
- Travel Cards are issued based on the university's line of credit; and
- No credit checks are conducted of applicants.

Note that cardholder may not list the Travel Card as a line of personal credit on any personal credit application or credit check.

### 1.3 CARD DELIVERY

Travel Cards are typically received by Travel Management and Corporate Card Services from GE Capital five (5) business days after final application approval from the Senior Business Officer. The cardholder's business office will be contacted when the Travel Card is received and when mandatory training has been completed (Section 1.4).

#### 1.4 TRAINING AND CARD VALIDITY PERIOD

Travel Card online training is mandatory for all new cardholders. Travel Cards will be delivered only after training has been completed. A link to the online training module (approximately 30 minutes long) is sent to each prospective cardholder after the application has been approved by the Senior Business Officer.

Travel Cards are valid for three (3) years from the date of issue. Expiration dates are printed on the card.

#### 1.5 CARDHOLDER AGREEMENT

The Travel Card is delivered with a Cardholder Agreement that needs to be signed and returned to Travel Management and Corporate Card Services within ten (10) business days of card delivery (Agreement: [www.usc.edu/travel/pluscard](http://www.usc.edu/travel/pluscard)). Cardholders who do not return their agreements will have their cards suspended until agreements are received.

Enclosed with the Travel Card are GE Capital's Corporate Card Terms and Conditions and information about GE Capital's Gains Program (Section 10.2). Both documents should be reviewed by the cardholder.

#### 1.6 USC ACCOUNT NUMBERS

Unlike the Procurement Card, the Travel Card is not assigned to a single university account number and object code. The USC account numbers to be debited are determined when expenses are allocated in the QE Report process. Travel Card charges can be allocated to an unlimited number of USC account numbers, provided the QE Report processor has access to the accounts (Section 8.3).

#### 1.7 ACTIVATING CARD

Upon receipt of the Travel Card, Cardholders must contact GE Capital by calling the telephone number provided on the sticker on the face of the card.

For security purposes, the cardholder will be asked to verify some personal information when activating the Travel Card. The cardholder's ten (10) digit university ID will serve as the Security Code.

If the Travel Card has been approved to include the ATM feature, the cardholder will be required to select a PIN during the activation process. GE Capital will not mail PIN confirmations. Therefore, it is important that cardholders memorize their PIN or store the PIN in a safe location.

The back of the Travel Card should be signed upon receipt. Cardholders should either retain in a safe location or shred the sleeve in which the Travel Card is delivered (the credit card number is printed on the sleeve).

If a Travel Card is received with an error, contact GE Capital Customer Service (Appendix A). GE Capital will make the corrections and process a new Travel Card.

## SECTION 2 RENEWAL CARDS / CARD CANCELLATION / CARD SUSPENSION

### 2.1 RENEWAL CARDS AND RENEWAL TRAINING

The Travel Card will expire on the date embossed on the card's face, and will be automatically renewed as detailed in this section.

Approximately one (1) month prior to the Travel Card's expiration date, a link to a renewal training module will be sent to the cardholder by Travel Management and Corporate Card Services. Online renewal training is required every three (3) years, and takes approximately ten (10) minutes. Additional online or in-person training may be required before a Travel Card with past due statements or improper use can be renewed.

After renewal training has been completed and approximately two (2) weeks prior to the expiration date, a renewed Travel Card will be sent by GE Capital to Travel Management and Corporate Card Services and delivered to the cardholder's Business Office. It is important for cardholders to complete the online training so that the renewed card can be delivered prior to the expiration date.

There are four (4) reasons a Travel Card may not be automatically reissued. If an employee's Travel Card was not automatically reissued and the employee would like to continue as a cardholder, please contact the Corporate Card Program Administrator ([Appendix A](#)).

- The Travel Card has not had any transaction activity for 18 consecutive months;
- The Travel Card is currently delinquent;
- The Travel Card has a recurring history of delinquency; or
- The university has found improper use of the Travel Card (or P-Card).

### 2.2 CARD CANCELLATION BY CARDHOLDER

Cardholders who want to cancel their Travel Cards should contact GE Capital Customer Service or the Corporate Card Program Administrator ([Appendix A](#)). Because the Travel Card is an inventoried item on USC's [Employee Inventory Form](#) (<http://policies.usc.edu/forms/forms.html>), card cancellation should be reported to one of the following university representatives. The Travel Card should be shredded (by employee) upon cancellation.

- Department's Home Department Coordinator;
- Cardholder's Supervisor; or
- Corporate Card Program Administrator.

### 2.3 CARD CANCELLATION BY USC

The Travel Card is valid only while the cardholder is on active payroll status, and while the cardholder is using the Travel Card in accordance with university policies. The Travel Card will be cancelled and deactivated by USC on the date the employee or student separates from the university or upon misuse. Because the Travel Card is an inventoried item on USC's [Employee Inventory Form](#) (<http://policies.usc.edu/forms/forms.html>), card cancellation should be reported to one of the following university representatives. The Travel Card should be shredded (by department) upon cancellation.

- Department's Home Department Coordinator;
- Cardholder's Supervisor; or
- Corporate Card Program Administrator.

## 2.4 CARD CANCELLATION BY GE CAPITAL

GE Capital may cancel a card due to the following reasons:

- The Travel Card has not had any transaction activity for 18 consecutive months;
- The Travel Card is severely delinquent; or
- The Travel Card has a recurring history of delinquency.

## 2.5 CARD SUSPENSION BY USC

A Travel Card will be suspended by USC due to the reasons below. A suspended Travel Card can be reactivated, using the same card number, under the circumstances described in Section 2.7.

- Travel Cardholder is on extended leave;
- Travel Cardholder is transferring to a different USC department; or
- Misuse of the Travel Card is under investigation by the university (Section 7.2).

Note that cardholders on extended university leave, such as on sabbatical or family leave or transferring to a different USC department should notify the university's Corporate Card Program Administrator so that the card can be suspended (*Appendix A*). It is important that all Travel Card expenses be settled before the employee goes on extended leave or leaves the current department.

## 2.6 CARD SUSPENSION BY GE CAPITAL

GE Capital may suspend a card due to late payment (Section 9.2).

## 2.7 REACTIVATING SUSPENDED CARDS

A suspended Travel Card can be reactivated, using the same card number, when:

- The Senior Business Officer notifies the Corporate Card Program Administrator that the employee has returned from extended leave;
- The new Senior Business Officer notifies the Corporate Card Program Administrator that the transferred employee is eligible for a Travel Card. (It is important for the cardholder to update their department information in [www.genetservice.com](http://www.genetservice.com));
- The Travel Card is no longer delinquent (Section 9.2); or
- The Auditors in Disbursement Control and Accounts Payable have determined the Cardholder eligible to continue using the Travel Card.

## 2.8 SURRENDERING USE OF CARD

Cardholders are responsible for discontinuing use and surrendering the Travel Card to the university, GE Capital, or MasterCard's request or upon leaving employment at the university.

**SECTION 3  
CARD LIMITS**

**3.1 CARD LIMITS**

Unlike a personal credit card, which has only one (1) credit limit and can be used for all types of purchases, the Travel Card has three (3) limits. The three (3) limits are charted below.

<b>Description of The Three (3) Travel Card Limits</b>	
<b>Retail Limit</b>  <b>Default Limit in Application: \$2,500</b>  <b>Maximum Limit: \$5,000</b>	The Retail limit of the Travel Card is included in the overall Credit Limit.  Merchants that are considered retail include: <ul style="list-style-type: none"> <li>▪ Conference Registration Services</li> <li>▪ Membership Fee Processors</li> <li>▪ Florists</li> <li>▪ Mailing establishments</li> </ul>
<b>ATM Limit</b>  <b>Default Limit in Application: \$500</b>  <b>Maximum Limit: \$500</b>	The ATM limit of the Travel Card is included in the overall Credit Limit  ATM cash should be used to cover en route incidental expenses that cannot be transacted using the actual Travel Card. For example: <ul style="list-style-type: none"> <li>▪ Tips</li> <li>▪ Tolls</li> </ul> The ATM limit can be set to \$0.
<b>Travel / Overall Credit Limit</b>  <b>Default Limit in Application: \$5,000</b>  <b>Maximum Limit: \$50,000</b>	Merchants that are considered travel-related will have their purchases affect the Travel Limit. Travel-related merchants typically include: <ul style="list-style-type: none"> <li>▪ Airlines and rail lines</li> <li>▪ Car rentals</li> <li>▪ Hotel and event venues</li> <li>▪ Restaurants and caterers</li> <li>▪ Taxis, shuttles, buses, etc.</li> <li>▪ Parking establishments</li> </ul> Note that the Travel Limit is also the overall Credit Limit for the Card. This means that if the Retail Limit is set for \$2,500 and ATM is set for \$500, there will be \$2,000 left for travel-related purchases on a Card set for a \$5,000 Credit / Travel Limit.

**3.2 HIGH RISK MCC RESTRICTIONS**

In addition to the charted three (3) limits, the Travel Card is subject to certain Merchant Category Code (MCC) restrictions imposed by USC to reduce the potential for misuse and fraud. For example, the Travel Card's MCCs have been turned off for use at gambling establishments, jewelry stores, and other high-risk merchants.

**3.3 RETAIL LIMIT**

The Travel Card should only be used for incidental retail purchases needed during a trip or event. The Procurement Card should be used for routine retail-related purchases that are under \$4,500.

### 3.4 CASH ADVANCE LIMIT AND FEES

The Cash Advance Limit can be set to \$0.

GE Capital charges \$2 or 2.5%, whichever is greater, for withdrawing cash at ATMs. Servicing banks may also charge an ATM withdrawal fee. GE charges and other banking service fee amounts affect the Travel Card's ATM limit. GE Capital fees, servicing bank fees, and withdrawn amounts are detailed on GE Capital's statement, and are reimbursable (Section 4.4).

<b>Example of How Service Fees Affect the ATM Limit on Travel Card</b>
If the ATM limit is \$200, the cardholder will only be able to withdraw approximately \$192.50. This is to account for service fees: <ul style="list-style-type: none"><li>▪ \$5 in GE Service Fees (<math>\\$200 \times 2.5\% = \\$5</math>)</li><li>▪ \$2.50 in servicing bank fees (approximate)</li></ul>

### 3.5 CHANGES TO DEFAULT LIMITS DURING APPLICATION PROCESS

During the online application process, the Retail, ATM limits, and Travel limits are assigned the default limit (see chart on previous page). Supervisors and Senior Business Officers can change the default limits, provided they do not exceed the maximums, by including instructions in the application's comment section.

### 3.6 CHANGES TO LIMITS AFTER CARD ISSUANCE

After Travel Card issuance, limits can be changed by Senior Business Officers by contacting the Corporate Card Program Administrator ([Appendix A](#)). Requests should be made via email and a minimum of one (1) business day should be allotted for changes to the Travel and Retail limit. A minimum of two (2) business days should be allotted for changes to the ATM limit.

## SECTION 4 PROPER AND IMPROPER USE

### 4.1 PROPER USE: TRAVEL

The following list provides examples of travel-related business transactions proper for the Travel Card:

- Air, rail, bus, taxi, and shuttle transportation
- Car and van reservations and rentals
- Cash incidentals, such as tips and tolls (Section 4.4)
- En route meals
- Gasoline (Section 4.6)
- Hotel deposits, including those for employees, groups, or university guests (Section 4.3)
- Hotel reservations, guarantees, and accommodations, including those for employees, groups, or university guests
- Incidentals, including phone calls, faxes, hotel parking, and Internet connectivity

### 4.2 PROPER USE: NON-TRAVEL

The following list provides examples of non-travel related business transactions proper for the Travel Card. Where noted, the expense is typically government unallowable (G/U).

- Conference and membership fees
- Decorations, flowers, and gifts (G/U)
- Local business meals (G/U)
- Catered events (G/U)
- Venues for events, such as hotels and other facilities (Section 4.3)

### 4.3 NOTES ABOUT EVENT VENUES AND HOTELS

Unlike most other purchases that exceed \$5,000, USC Purchasing Policies do not require bidding an event or hotel-related venue (Purchasing Policies and Procedures [www.usc.edu/policies](http://www.usc.edu/policies)). Hence, once a cardholder has selected an event or hotel venue and once the agreement has been signed by an authorized signer in Business Services (Section 4.9), the facility can be paid directly using the Travel Card, up to the limit of the Travel Card.

### 4.4 PROPER USE: ATM FEATURE

Any ATM that bears the words/logos "Cirrus," "MasterCard," or "Maestro," may be used to withdraw cash using a Travel Card, provided that the card's limit has been set to allow ATM withdrawals (Section 3.1). The ATM feature should be used only to withdraw small amounts, such as for incidental purchases with vendors who do not accept MasterCard (tips, tolls, etc.). Travel Card cash may be used for university business purchases only.

GE Capital and the servicing bank's withdrawal fees (Section 3.4) are reimbursable expenses, provided the service fees are itemized and allocated in the QE Report process. ATMs fees may be paid for on sponsored project accounts, provided that the expense for which the cash was used was an allowable expense.

The university will only credit GE Capital the actual amount of the ATM Cash used for business expenses as reported via the QE Report process.

<b>Example of How to Return Unused ATM amounts to GE Capital</b>
<p>If the cardholder withdraws \$200 is withdrawn from ATM and if only \$180 worth of expenses are itemized and approved in a submitted QE Report process,</p> <ul style="list-style-type: none"><li>▪ The university will only pay GE Capital \$180</li><li>▪ The remaining cash must be mailed by the cardholder to GE Capital. Checks made out to the university for the remaining cash amount cannot be accepted.</li></ul>

#### 4.5 CARD RESTRICTIONS

The following important restrictions apply to the Travel Card:

- **PERSONAL USE RESTRICTIONS** -- The Travel Card may not be used for personal expenses, except for incidental and necessary expenses while a cardholder is en route or coordinating an event. USC will only pay GE Capital the business portion reported in the QE Report process. Personal charges incurred on the Travel Card are considered personal in nature and will not be paid for by the university.
- **AIRFARE PURCHASES ON NON-CONTRACT TRAVEL AGENCIES** -- The Travel Card may not be used at non-contracted travel agencies. Departments wanting to purchase airfare through a non-contracted travel agency must use personal funds and subsequently seek reimbursement upon trip return. Travel Card may be used with the airlines directly or with online travel agencies, such as Expedia, Orbitz, etc.
- **AIRLINE TICKETS FOR GROUPS** – The Travel Card may not be used for purchasing airline tickets for groups larger than ten (10). The paperless requisition / purchase order process should be used through contract travel agencies. This policy exists because managing group airline tickets – including ticket changes and cancellations – is not a responsibility a cardholder should bear on an individual-liability card.
- **OFFICE SUPPLIERS AND COMPUTERS** – The Travel Card may not be used to purchase retail items such as office computers, furniture, and supplies, except as needed during a trip or event / function. The Procurement Card should be used for official university retail purchases less than \$4,500.

#### 4.6 GASOLINE

The university reimburses vehicle gasoline for business purposes in different ways, depending upon the ownership of the vehicle used.

- **PERSONAL VEHICLES USED FOR BUSINESS** – The Travel Card may be used to purchase gasoline for a personal vehicle that will be used for a business trip. However, the university will not reimburse the gasoline receipt amount. Instead, the university's payment to GE will be based on a per mile basis ([www.usc.edu/dc/maximumrates](http://www.usc.edu/dc/maximumrates)). Therefore, the amount of the gasoline purchased on the Travel Card will most likely not equal the amount of USC's payment to GE Capital.
- **RENTAL VEHICLE USED FOR BUSINESS** – When gasoline is purchased on the Travel Card for a business rental car, the university's payment to GE will be based on the actual receipt amount.

- **UNIVERSITY VEHICLES** – When gasoline is purchased on the Travel Card for a university-owned vehicle, the university's payment to GE will be based on the actual receipt amount.

The QE Report can be used to claim incurred mileage (personal vehicles) or gasoline expenses (rental vehicles or university vehicles).

#### 4.7 COMPLIANCE WITH EXPENDITURE POLICIES

All Travel Card transactions must be made in compliance with the University's Expenditure Policies and Procedures ([www.usc.edu/policies](http://www.usc.edu/policies)).

For example, but not limited to, Travel Card expenditures must comply with the following:

- **MAXIMUM RATES** – Costs for daily meals, daily lodging, gifts, office decorations, etc. may not exceed the university's Maximum Rates ([www.usc.edu/dc/maximumrates](http://www.usc.edu/dc/maximumrates)); and
- **COACH CLASS POLICY** – Airline tickets must be purchased in economy-class (coach).
- **SUBJECT TO SALES TAX** – USC is not sales tax exempt. Travel Card transactions subject to California sales and use tax that were not charged tax at point of sale may be assessed the tax by Disbursement Control and Accounts Payable using the account number used in the QE Report. The tax will post on journal entry XX-025R.

#### 4.8 COMPLIANCE WITH SPONSORED PROJECT POLICIES

Cardholders allocating their expenses to a sponsored project account should direct questions regarding allowability to the Department of Contracts and Grants before incurring the expense (*Appendix B*).

Cardholders who are allocating expenses to a sponsored project account must be in compliance with their respective sponsoring agency's policies. For example, but not limited to, Travel Card expenditures allocated to a sponsored project account that begins with the number "5" must comply with the following. These policies are further explained in the Expenditure Policies and Procedures ([www.usc.edu/policies](http://www.usc.edu/policies)).

- **GOVERNMENT UNALLOWABLE ALLOCATIONS** -- Government Unallowables (G/U) must be clearly identified in the QE Report process. G/U purchases cannot be allocated in the QE Report process to a sponsored-project funded account;
- **US FLAGSHIP CARRIER USE** -- When federal funds are used for foreign travel, tickets must be purchased in compliance with the Fly America Act. This Act stipulates that tickets must be purchased for travel on either (i) a U.S. flag air carrier or (ii) a foreign carrier that operates under a U.S. flag air carrier code-sharing agreement and identifies the U.S. flag air carrier's designator code and flight number.
- **LOWEST AVAILABLE AIRFARE PURCHASE** -- Airfare costs in excess of the lowest available commercial discount airfare, Federal Government contract airfare (where authorized and available), or customary standard (coach or equivalent) airfare, are unallowable except when such accommodations would: require circuitous routing; require travel during unreasonable hours; excessively prolong travel; greatly increase the duration of the flight; result in increased costs that would offset transportation savings; or offer accommodations not reasonably adequate for the medical needs of the traveler.

#### 4.9 COMPLIANCE WITH PURCHASING POLICIES

All Travel Card transactions must be in compliance with the University's Purchasing Policies Procedures ([www.usc.edu/policies](http://www.usc.edu/policies)). For example, but not limited to, Travel Card expenditures must comply with the following:

- **AUTHORIZED AGREEMENT SIGNERS** -- Travel Cardholders may not sign any procurement agreements. Cardholders needing to obtain an authorized signature for a procurement agreement, such as a hotel or catering contract, should contact Travel Management and Corporate Card Services, regardless of the agreement's dollar value.
- **EQUIPMENT RESTRICTIONS** -- The Travel Card may not be used to purchase items classified as 'Equipment.' The university classifies as 'Equipment' items that have a useful life of more than one year and an acquisition cost, including tax and delivery, of \$5,000 or greater.
- **PROMOTIONAL AND PRINT RESTRICTIONS** -- When the Travel Card is used to purchase promotional items or printed materials that bear the university's name, logo or seal, the purchase must be made in compliance with policies governing proper use of the university's trademarks.
- **INSURANCE AND LICENSE REQUIREMENTS** -- Certain suppliers, such as caterers, are required to have specific types of insurances and industry licenses, given the high-risk nature of their services. Individuals using the Travel Card are responsible for ensuring that suppliers performing work for the university have the required licenses and insurances. Contract caterers that Purchasing Services has pre-qualified should be used whenever possible: [www.usc.edu/purchasing/caterers](http://www.usc.edu/purchasing/caterers).

#### 4.10 CONTRACT SUPPLIERS AND DIVERSE SUPPLIERS

Whenever possible, the Travel Card should be used with Contract Suppliers, such as contract local hotels, airlines, and rental car companies (Contract Supplier Rates and Discounts: [www.usc.edu/travel](http://www.usc.edu/travel)). Contract Suppliers are vendors with which the university has a negotiated or bid agreement that could include price discounts, simplified ordering methods, set delivery arrangements, specialized customer service requirements, and billing payment methods.

Whenever possible, the Travel Card should be used with Diverse Suppliers (Trojan Supplier eSearch: [www.usc.edu/supplierdiversity](http://www.usc.edu/supplierdiversity)). Diverse Suppliers are defined as businesses owned and operated by minorities, women, and veterans, and small local businesses in the communities surrounding USC's campuses. USC has a goal to spend 15% of its procurement dollars with Diverse Suppliers. Certain federal contracts also have Diverse Supplier goals.

## SECTION 5 CARDHOLDER RESPONSIBILITIES

### 5.1 AUTHORIZED TRAVEL CARD USERS

The only person authorized to use the Travel Card is the person to whom the Travel Card is issued. Lending or sharing of Travel Cards is not allowed per USC's agreement with GE Capital. Cardholders are expected to keep their Travel Cards in a secure location at all times.

### 5.2 CARDHOLDER PROFILE MAINTENANCE

It is the cardholder's responsibility to maintain a current billing address, phone number, and email address with GE Capital. Profile information can be maintained online at [www.genetservice.com](http://www.genetservice.com).

### 5.3 TRANSACTION DISPUTE

It is important to dispute any charge appearing on a Travel Card statement with the merchant and with GE Capital within 60 days of the transaction's posting date (not the statement date).

Since many merchants use centralized clearing houses for credit card processing, the name and location of the merchant on the statement may not initially be recognized by the cardholder. Before disputing, the cardholder should check expenditure records carefully to make certain that the charge is indeed an error.

When a dispute is warranted, the best practice is to contact the merchant first and try to resolve the dispute, as most erroneous charges are for the wrong amount or for duplicate charges with an intended merchant. However, it is important to subsequently dispute the transaction with GE Capital before 60 days from the posting date of the transaction. The most expeditious dispute mode with GE Capital is via [www.genetservice.com](http://www.genetservice.com). As an alternative, GE Capital can be contacted via telephone (*Appendix A*).

During the dispute period, GE Capital will issue a temporary credit for the transaction. If the dispute is resolved in the cardholder's favor, the credit will permanently remain on the statement. If the transaction is determined by GE Capital to be a legitimate charge, the credit will be reversed and it will be the cardholder's responsibility to settle the expense.

### 5.4 LOST OR STOLEN TRAVEL CARDS AND FRAUDELENT CHARGES

In the event that a Travel Card should become lost or stolen or should fraudulent activity be detected, immediately contact GE Capital Customer Service (*Appendix A*). The cardholder could be held financially liable for transactions if fraud is not promptly reported.

The replacement Travel Card will be sent directly to the cardholder, including to the cardholder's en route location, if requested. Replacement Travel Cards take ten (10) business days to arrive at USC. A replacement Travel Card can be rushed in two (2) business days for a \$35 fee (G/U). This rush fee will be charged to the applicable Travel Card. The rush fee is reimbursable, provided that the QE Report identifies a business need for the rush, is not allocated to a sponsored project account that begins with the number '5', and is approved by the authorized signer.

## 5.5 DECLINED TRANSACTION

Common reasons for declined transactions include the following.

- Merchant has incorrect Travel Card expiration date;
- The cardholder's statement billing address does not match the billing address provided to the merchant;
- The transaction cost exceeds the card's allowable limit (Section 3.1); and
- The Travel Card is being used at a high-risk establishment 'turned off' by the university (Section 3.2).

If a Travel Card purchase is declined for a reason unclear to the cardholder, GE Capital can be contacted for clarification ([Appendix A](#)).

## 5.6 RECEIPT RETENTION

Cardholders are responsible for retaining receipts according to the [Expenditure Policies and Procedures \(www.usc.edu/policies\)](#).

## 5.7 QE REPORT PROCESSING

Cardholders are responsible for either processing their own QE Reports or for coordinating such processing with a member of their department. Information about the QE Report process is provided in Section 8. Processing in a timely manner is important, in order to avoid the late fees identified in Section 9.2.

## 5.8 PAYING PERSONAL AMOUNTS

The Travel Card may not be used for personal expenses, except for incidental and necessary expenses while a cardholder is en route or coordinating an event. When personal charges are incurred on the Travel Card in these exceptional cases, such charges must be paid directly by the cardholder to GE Capital ([Appendix A](#)). Checks for personal amounts incurred on the Travel Card cannot be accepted by the university.

## SECTION 6 SUPERVISOR, EXPENDITURE CARDHOLDER, AND SENIOR BUSINESS OFFICER RESPONSIBILITIES

### 6.1 SUPERVISOR RESPONSIBILITIES

Supervisors have the following responsibilities with respect to direct-reports who have been issued a Travel Card:

- Approve or reject online Travel Card applications
- Review all QE Reports to confirm business purpose and reasonableness
- Sign all QE Reports (Section 8)

### 6.2 EXPENDITURE CARDHOLDER RESPONSIBILITIES

Authorized signers have the following responsibilities with respect to departmental-staff members who have been issued a Travel Card:

- Review all QE Reports for compliance with departmental policies
- Review all QE Reports for compliance with the university's Expenditure Policies and Procedures ([www.usc.edu/policies](http://www.usc.edu/policies))
- Approve all QE Reports via an Expenditure Card imprint

### 6.3 SENIOR BUSINESS OFFICER OVERALL RESPONSIBILITIES

Senior Business Officers have the following responsibilities with respect to departmental-staff members who have been issued a Travel Card:

- Establish and monitor department-level procedures to ensure that expenses charged to departmental accounts are in compliance with departmental procedures and the university's Expenditure Policies and Procedures ([www.usc.edu/policies](http://www.usc.edu/policies))
- Report changes to the SBO Table ([www.usc.edu/travel/pluscard](http://www.usc.edu/travel/pluscard)) to the Corporate Card Program Administrator. SBOs listed on this table are those to whom online Travel Card applications route;
- Approve or reject online Travel Card applications;
- Approve spending limit changes subsequent to the application process;
- Report a cardholder's departure from the university to the Corporate Card Program Administrator;
- Remove cancelled Travel Cards from the university's Employee Inventory Form (<http://policies.usc.edu/forms/forms.html>);
- Assist Travel cardholders who have been notified by the Corporate Card Program Administrator of any past due Travel Cards (SBO's are cc'd on all past due notices); and
- Assist Disbursement Control and Accounts Payable with any Travel Card audits or investigations (Appendix B).

## SECTION 7 LIABILITIES AND MISUSE

### 7.1 INDIVIDUAL LIABILITY

The Travel Card is an individual-liability corporate card. This means that the university has responsibility for paying those Travel Card expenses that are properly itemized, supported by a business purpose, approved, and submitted via a QE Report (Section 8). The cardholder is personally responsible for paying GE Capital for all non-reimbursable expenses.

Applying for the Travel Card does not affect one's personal credit. Using the Travel Card in compliance with these policies and procedures will not affect one's personal credit. However, if any portion of the cardholder's GE Capital balance reaches 150 days past due, GE Capital retains the right to report the delinquency to the cardholder's credit bureau.

### 7.2 TRAVEL CARD MISUSE

Cardholders must use their Travel Cards according to these and other university policies and procedures. Cardholders who do not comply with these policies and procedures may have their cardholder privileges revoked. This revocation may be extended to include the Procurement Card, if the employee also has the Procurement Card.

The university's policy on Misappropriation of University Assets is applicable with respect to use of the Travel Card. Misuse of the Travel Card may result in disciplinary action, up to and including termination of employment.

### 7.3 AUDIT SERVICES AND UNIVERSITY HOTLINE

University employees must report known or suspected misappropriations, regardless of magnitude, to their immediate supervisor, manager, department chair or dean. Supervisors, managers, department chairs or deans must then inform Audit Services ([Appendix B](#)). Individuals wishing to report suspected incidents on an anonymous basis may call the Office of Compliance Help and Hotline ([Appendix B](#)).

## SECTION 8 PROCESSING EXPENSES IN QE REPORT

### 8.1 TIMELY PROCESSING

Cardholders are responsible for either processing their own QE Reports or for coordinating such processing with a member of their department.

QE Reports should be completed and submitted upon incurring charges. It is of utmost importance that QE Reports be submitted promptly to ensure timely direct pay by USC to GE Capital. Late fees will be incurred if Travel Card is not paid by USC before the due date (Section 9.2).

Because of the time it takes to process the QE Report and post payments to GE Capital, processors should allow for a minimum of seven (7) business days between time of QE Report submission and payment posting to GE Capital. Allotting seven (7) business days provides additional time should a QE Report be returned by Disbursement Control and Accounts Payable back to the processor, due to an error or problem. See Section 9, Billing Cycle and Late Fees for more information relating to the importance of timely processing of expenses.

### 8.2 QE REPORT TRAINING

The Department of Travel Management and Corporate Card Services conducts QE training. Cardholders and/or their processors should attend training, as these policies and procedures are not intended to be a technical manual on how to process expenses reports. Training classes are posted at: [www.usc.edu/travel/training](http://www.usc.edu/travel/training).

### 8.3 QE REPORT ACCESS

Access to the QE Report process is limited to those employees whose Senior Business Officers have completed a WEBBA [Access Form](#) and have received a login from the Comptroller's Office ([Appendix B](#)). WEBBA processors who already have access to WEBBA.REQUEST and/or WEBBA.FORM automatically have access to WEBBAQ.Quick.

### 8.4 QE REPORT FORMATS

The QE Report process is composed of Travel and Non-Travel modules. The difference between the two modules is defined below:

- **TRAVEL QE REPORT** -- A travel QE Report includes an overnight stay and/or a commercial transportation transaction (airline, rail, rental car, etc.).
- **NON-TRAVEL QE REPORT** – A non-travel QE Report includes neither an overnight stay nor a commercial transportation transaction.

The QE Report Process should be prepared as follows:

- One QE Report should be created for each trip (it is important not to report multiple roundtrips on a single QE report);
- One QE Report should be created for each event; and
- One QE Report can be created for multiple non-travel or non-event specific expenses that are incurred during a common period.

## 8.5 EXPENSES INCURRED USING PERSONAL FUNDS

Even when an employee has a Travel Card, the traveler may occasionally use personal funds to incur business expenses. A single QE Report can be used to pay a Travel Card and issue a reimbursement for expenses incurred using personal funds. There is no need to create two QE Reports, one for the Travel Card payment and one for the reimbursement.

## 8.6 PRE-TRAVEL EXPENSES

The Travel module in the QE Report process includes a pre-travel payment option. If a pre-travel purchase or deposit is made on the Travel Card and reported via a QE Report, USC will pay GE Capital in advance of the trip. Prepayment of expenses is allowed only when the QE Report is used in conjunction with the Travel Card. Those who use personal forms of payment must seek reimbursement after the trip has been completed.

Upon a cardholder's trip return, all pre-travel QE Reports need be linked to a post-travel QE Report. To ensure that pre-travel QE Reports are linked to post-travel Reports, pre-travel QE Reports are subject to post-audit.

## 8.7 QE REPORT SUBMISSION

QE Reports must be signed by the reimbursee, signed by the reimbursee's supervisor, and imprinted with an Expenditure Card by the Authorized Signer. QE Reports must be mailed or delivered to Disbursement Control and Accounts Payable, with applicable receipts attached ([Appendix B](#)).

## 8.8 RECEIPT AND BUSINESS PURPOSE REQUIREMENTS

Each Travel Card expense must be itemized in the QE Report and must be supported by a business purpose. Travel Card transactions must be supported by a receipt according to the university's Expenditure Policies and Procedures ([www.usc.edu/policies](http://www.usc.edu/policies)).

## 8.9 MISSING RECEIPTS

When a Travel Card receipt is required and cannot be obtained or has been lost and all measures to obtain it have been exhausted, a [Missing Receipt Declaration](#) should be completed and signed by the person who incurred the expense according to the university's [Expenditure Policies and Procedures](#) ([www.usc.edu/policies](http://www.usc.edu/policies)).

## 8.10 GE STATEMENTS

The GE statement can be downloaded via [www.genetservice.com](http://www.genetservice.com). GE statements are not valid receipts. The GE statement should be used by the cardholder to make certain all charges are accurate and accounted for in an QE Report. GE Statement does not need to be submitted with a QE Report.

## 8.11 CHECKING ON STATUS OF USC PAYMENT

There are three (3) ways a cardholder can determine the status of USC's payment to GE Capital.

- **VIEW CARD STATEMENT** -- View transactions online via [www.genetservice.com](http://www.genetservice.com). A credit will post on the cardholder's Travel Card statement, reflecting the total amount paid by the university to the cardholders' account. The statement will reference the amount paid, the QE Report number, and the first ten (10) characters of the trip or event purpose.
- **CONFIRM QE STATUS IN WEBBA** -- View the QE Report status within WEBBA. If the QE Report status says "paid", payment has been made by USC to GE Capital. Note there is usually a two (2) day lag between the date a QE Report in WEBBA says paid and the date the credit posts to the cardholder's statement.
- **CALL GE CAPITAL**-- Call GE Capital's Corporate Card Center (*Appendix A*). GE Capital will not understand the term "QE Report." However, they can let a cardholder know what credit amounts have been posted to their statement and on what date.

## SECTION 9 BILLING CYCLE AND LATE FEES

### 9.1 BILLING CYCLE

The Travel Card billing cycle ends on the 25th of each month, at which time a paper statement is produced and mailed to the cardholder. This end date may vary slightly if the 25th falls on a weekend or holiday. Statements will be mailed to the cardholder's address on file with GE Capital. Cardholders need to make certain addresses are current.

Travel Card balances should be paid in full before the card is 30 days past due (before the 2nd statement is generated). Travel Cards must be paid in full before the card is 60 days past due (before the 3rd statement is generated). Travel Cards not paid in full within 60 days (before 3rd statement) will be charged a non-reimbursable late fee and will be suspended or cancelled, as detailed in Section 9.2.

### 9.2 LATE FEES AND SUSPENDED OR CANCELLED CARDS

GE Capital will begin assessing late payment fees and administrative fees according to the following schedule. Late fees and administrative fees are not reimbursable and are the cardholder's responsibility.

- **AT 60 DAYS** past due, a late fee of 2.5% of the outstanding balance plus a \$10 administrative fee are assessed. The Travel Card will be **suspended** until the past due amount, including the late fee and \$10 administrative fee are paid in full. Suspended cards cannot be used for purchases.
- **AT 90 DAYS** past due, a late fee of 2.5% of the outstanding balance plus a \$10 administrative fee are assessed. The Travel Card will be **closed** until the past due amount, including the late fee and \$10 administrative fee are paid in full. Closed cards cannot be used for purchases.
- **EVERY STATEMENT FOLLOWING 90 DAYS** past due, a late fee of 2.5% of the outstanding balance plus a \$10 administrative fee are assessed until the Travel Card is paid in full, including the late fees and \$10 administrative fee. The Travel Card will be **closed** until the past due amount, including the late fee and \$10 administrative fee are paid in full.

### 9.3 REOPENING SUSPENDED OR CLOSED CARDS

If a Travel Card is **suspended** due to non-payment and a traveler is required to take a business trip, the Corporate Card Program Administrator ([Appendix A](#)) can be contacted. Occasionally, GE Capital will temporarily reopen a suspended card for 10 days, if GE Capital has evidence from the Corporate Card Program Administrator that QE Reports are in the process of being submitted for the full amount. Cards that are **closed** can generally not be temporarily reopened by GE until full payment is received.

### 9.4 LATE FEE RESPONSIBILITY

Late fees and administrative fees are not reimbursable and are the cardholder's responsibility. If a late fee is caused by a legitimate business reason, the late fee can be paid for by the department using an unrestricted account, provided that the QE Report on which the late fee is being reported is authorized by the Dean or Vice President.

## SECTION 10 ANCILLARY BENEFITS

### 10.1 TRAVEL CARD INSURANCE

Certain types of insurance benefits are provided by GE Capital through MasterCard when the Travel Card is used to pay for the transaction. Cardholders should reference GE Capital's Cardholder Terms and Conditions for the most current insurance coverage. GE Capital's Terms and Conditions are provided with the initial Travel Card. Should MasterCard make changes to insurance coverage, GE Capital will mail new Terms and Conditions directly to the Travel Cardholder. Mailings will be sent to the Travel Cardholder's address on file with GE Capital.

A summary of insurance information is provided on the Travel Card's website (User's Guide: [www.usc.edu/travel/pluscard](http://www.usc.edu/travel/pluscard)).

### 10.2 GE CAPITAL GAINS

Travel cardholders have the option of enrolling in GE Capital's award's program ('Gains'), whereby cardholders earn one (1) point for every dollar spent on their Travel Card.

Specific costs are provided on the Travel Card website (User's Guide: [www.usc.edu/travel/pluscard](http://www.usc.edu/travel/pluscard)). Note, however, that enrolling is only 'worth it' for frequent card users, such as those who travel or organize more than five (5) trips or events per year.

Applications to enroll in GE Capital Gains are included when the Travel Card is delivered to the cardholder. Applications can also be downloaded from the Travel Card website (User's Guide: [www.usc.edu/travel/pluscard](http://www.usc.edu/travel/pluscard)).

At the department's discretion, the annual enrollment fee is reimbursable, using an unrestricted account.

Cards are automatically re-enrolled, with the fee automatically charged to the Travel Card each year, unless the cardholder specifically requests that their enrollment be cancelled in advance of the enrollment anniversary date. Cardholders who no longer want to participate in the Gains program must contact GE Capital to cancel prior to the enrollment anniversary date (Appendix A).

# APPENDICES

## APPENDIX A KEY TRAVEL CARD CONTACTS

<b>GE Capital Contact Information</b>	
<b>GE Capital Customer Service and Website</b>	<p>Customer Service: 1 (800) 359-9227 within U.S. 1 (801) 454-3232 collect outside U.S.</p> <p>GE NetService: Access to detailed/real-time statements <a href="http://www.genetservice.com">www.genetservice.com</a>. To access a Travel Card statement, the cardholder must first register and assign a password. Note: enter 000-00-0000 in the Social Security Field.</p>
<b>GE Capital Mailing Address</b>	<p>GE Corporate Card Services Mailing: P.O. Box 410426 Salt Lake City, UT 84141-0426</p>
<b>USC Contact Information</b>	
<b>Corporate Card Program Administrator</b>	<p>Phone: (213) 740-9793 Fax: (213) 740-3620 Contact Us: <a href="http://www.usc.edu/travel">www.usc.edu/travel</a></p>
<b>QE Report Training</b>	<p>Phone: (213) 821-4376 Fax: (213) 740-3620 <a href="http://www.usc.edu/travel/training">www.usc.edu/travel/training</a></p>
<b>Directors/Managers of Travel Management and Corporate Card Services</b>	<p>Contact Us: <a href="http://www.usc.edu/dc">www.usc.edu/dc</a> Contact Us: <a href="http://www.usc.edu/travel">www.usc.edu/travel</a></p>
<b>Disbursement Control Auditor</b>	<p>Phone: (213) 740-2712 Fax: (213) 740-9060 Contact Us: <a href="http://www.usc.edu/dc">www.usc.edu/dc</a></p>
<b>Disbursement Control Auditor Assistant</b>	<p>Phone: (213) 821-1767 Fax: (213) 740-9060 Contact us: <a href="http://www.usc.edu/dc">www.usc.edu/dc</a></p>
<b>Sales Tax Information</b>	<p>Phone: (213) 821-1884 Fax: (213) 821-5580 Contact us: <a href="http://www.usc.edu/dc">www.usc.edu/dc</a></p>

## APPENDIX B REFERENCES

The following departments are referenced in this Travel Card and <sup>Quick</sup>Expense (QE) Report Policies.

- **AUDIT SERVICES**

Audit Services must be contacted by university supervisors, managers, department chairs or deans who are aware of or who suspect that misappropriations or conflicts of interest have occurred. Contact Audit Services at: (213) 740-8258.

- **COMPLIANCE (OFFICE OF)**

<http://www.usc.edu/admin/compliance/>

The Office of Compliance demonstrates the university's commitment to comply with all applicable laws and regulations, detect and correct compliance violations promptly, and eliminate misconduct and other wrongdoing. Contact the Office of Compliance at: (213) 740-8258. Contact the University Help and Hotline at: (213) 740-2500.

- **CONTRACTS AND GRANTS (DEPARTMENT OF)**

<http://dgc.usc.edu/index.cfm>

The Department of Contracts and Grants (DCG) should be contacted to confirm allowability on expenditures associated with a sponsored project account. DCG also maintains a form that should be completed if requesting use of a non-US airline carrier because of non-availability. Questions regarding government title clauses that may be exempt from sales tax should also be directed to DCG. Contact the Department of Contracts and Grants at: (213) 740-7762 (UPC) or (323) 442-2396 (HSC).

- **COMPTROLLER'S OFFICE**

<http://www.usc.edu/dept/finserv/>

The Comptroller's Office controls access to the university's financial systems (e.g. WEBBA). An Access Form (<http://www.usc.edu/dept/finserv/finsys/accessa.pdf>) needs to be completed and submitted by the department's Senior Business Officer and submitted to the Comptroller's Office for approval and processing. Contact the Comptroller's Office at: 213 740-1900.

- **DISBURSEMENT CONTROL AND ACCOUNTS PAYABLE**

[www.usc.edu/dc](http://www.usc.edu/dc)

Disbursement Control administers the university's Expenditure Policies and Procedures, Receipt Definition and Retention Procedures, Missing Receipt Declaration, Check Requests, sales tax accruals, and Travel Card audits. Contact Disbursement Control at (213) 740-9794. Contact the auditing division at: (213) 740-2712 or (213) 821-5399.

- **PURCHASING SERVICES**

[www.usc.edu/purchasing](http://www.usc.edu/purchasing)

Purchasing Services operates a centralized resource to ensure that goods and services are procured at the maximum value, in compliance with university and governmental policies, and in accordance with best practices. Contact Purchasing Services at: (213) 740-9794.

- **SUPPLIER DIVERSITY SERVICES**

[www.usc.edu/supplierdiversity](http://www.usc.edu/supplierdiversity)

The Department of Supplier Diversity Services assists the university in attaining its diverse supplier goals and is a resource to academic and research units that have sponsored project accounts (funded by federal, state, and local contracts) and need to develop goals to use diverse suppliers for research and service proposals. Contact Supplier Diversity Services at: (213) 740-2281.

- **SPONSORED PROJECT ACCOUNTING**

<http://www.usc.edu/dept/finserv/spa/faqs/faq9.htm>

Sponsored Projects Accounting (SPA) oversees post award administration of sponsored research for the university. SPA manages awards for compliance with federal, state, and private agency fiscal and reporting guidelines, university policy and procedures, and with generally accepted accounting principles. Contact Sponsored Project Accounting at: 213 740-5381.

- **UNIVERSITY POLICIES**

<http://www.usc.edu/policies>

The university policy web pages are maintained by Administrative Operations, Policy Development and Communication. Individuals seeking interpretation of a particular policy should contact the department noted in that policy. Questions about how to access policies, find answers to particular policy questions, or concerning the protocol for establishing or changing university policy may be directed to Administrative Operations. Contact Administrative Operations at: (213) 821-8129.